

# IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼

## HUMAN RESOURCES ENTERPRISE

### DRIVERS LICENSE EXAMINER

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#### DEFINITION

Oversees and coordinates the operations of a driver's license examining center; conducts driver's license examinations for automobiles, trucks, and motorcycles; performs related work as required.

**The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.**

#### WORK EXAMPLES

Assists supervisor by performing such duties as instructing employees, answering questions, distributing and balancing the workload, and checking work; may make suggestions on selection, promotions and reassignments.

Reviews applicants eligibility and qualifications in order to assure that drivers licenses and identification cards are issued in compliance with Iowa laws, departmental rules and established procedures.

Schedules and conducts in-person remedial driver improvement interviews with the applicant and the parent/guardian in order to review the applicants accident and/or conviction record and encourage safe driving practices.

Administers special reexaminations (written, driving, or visual) and reviews medical/vision reports to assure that the applicant is medically and physically capable of safely operating a motor vehicle.

Administers the motorcycle skills, automobile, truck and commercial drivers license pretrip, skills and road driving examinations.

Scores the various examinations or components and reviews the overall performance with the applicant.

Prepares and processes notices based on information in motor vehicle record files to assure that suspensions, lift notices and/or temporary licenses are properly issued.

Provides information in response to telephone, written or other inquiries regarding drivers license issuance, drinking driving school, insurance, civil penalties, substance abuse treatment, installation of ignition interlock devices and a wide variety of other categories.

Prepares reports, notices, etc., by entering the proper data into the proper format and forwarding it to the central office.

#### COMPETENCIES REQUIRED

Knowledge of communication techniques that facilitate good human relations.

Knowledge of the Federal Privacy Act.

Knowledge of Iowa and federal motor vehicle laws regarding license application, eligibility, examination, restrictions, withdrawals, appeal procedures, etc, and Department of Transportation rules and procedures regarding license application, eligibility, examination, restrictions, withdrawals, appeal procedures, etc.

Knowledge of appropriate methods for safely operating motor vehicles such as automobiles, trucks, motorcycles, etc. and Department of Transportation regulations pertaining to vehicle safety.

Ability to oversee the work of other employees.

Ability to read and write the English language and to interpret written information and respond to inquiries from applicants and the general public, etc.

Agility sufficient to enter and exit various types of motor vehicles.

Ability to lift equipment weighing up to sixty pounds for positions assigned to itinerant examining teams.

Displays high standards of ethical conduct. Exhibits honesty and integrity. Refrains from theft-related, dishonest or unethical behavior.

Works and communicates with internal and external clients and customers to meet their needs in a polite, courteous, and cooperative manner. Committed to quality service.

Displays a high level of initiative, effort and commitment towards completing assignments efficiently. Works with minimal supervision. Demonstrates responsible behavior and attention to detail.

Responds appropriately to supervision. Makes an effort to follow policy and cooperate with supervisors.

Aligns behavior with the needs, priorities and goals of the organization.

Encourages and facilitates cooperation, pride, trust, and group identity. Fosters commitment and team spirit.

Expresses information to individuals or groups effectively, taking into account the audience and nature of the information. Listens to others and responds appropriately.

#### **EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS**

Graduation from high school or the G.E.D equivalent and experience equal to one year of full-time work in the regulation or issuance of driver licenses or in law enforcement as a peace officer or in traffic safety program management/development and/or instruction.

#### **NOTE:**

Possession of or ability to obtain prior to appointment a valid unrestricted, except for corrective lenses, Operator's, Chauffeur's or Commercial Drivers License issued by the state of residence and maintain a valid license for the duration of employment in this classification.

After hire, must attend and successfully complete a Motorcycle Rider Education Safety course which includes a written and skill test.

After hire, must attend and successfully complete training sessions as required including car driving training and commercial vehicle school which requires the physical ability to operate a commercial vehicle.

After hire, must successfully complete examination for nationally recognized Certified Driver's License Examiner.

Hearing adequacy such to enable conversation within the passenger section of a motor vehicle while under operation.

Effective Date: 11/99 BW